

PRIVACY NOTICE

December 2024

Contact Centre

Phone: 131 728 E/N: 88899

Direct

Phone: 131 728 E/N: 88884

Sydney

Phone: (02) 8268 2500 E/N: 44850

Newcastle

Phone: (02) 4908 6200 E/N: 44870

Canberra

Phone: (02) 6206 7000 E/N: 44860

Goulburn

Phone: (02) 4827 1000 E/N: 44730

Wollongong

Phone: (02) 4221 9000 E/N: 44830

Narellan

Phone: (02) 4640 7000 E/N: 88839

Email:

info@policebank.com.au

Website:

www.policebank.com.au

Police Bank Limited ('the Bank') provides a range of banking and financial products and services. Border Bank is a division of the Bank.

OUTLINE

This Privacy Notice describes how we collect, use and share your personal information. The Notice sets out:

- the kinds of personal information we collect
- the reason why we collect and use your information
- who we share your information with
- where you can find our Privacy Policy
- how you can contact us.

WHAT IS PERSONAL INFORMATION?

Personal information means information or an opinion about an individual that's identified or reasonably identifiable. This includes the individual's name, age, gender, postcode, contact details, or financial information such as credit card or transaction details, as well as a range of other types of data.

COLLECTION & USE OF YOUR INFORMATION

The law requires us to collect and hold information on you:

- for our register of members under the Corporations Act 2001 (Cth)
- to assess your application for a loan or credit and your capacity to repay the loan under:
 - the National Consumer Credit Protection Act (2009)
 - Privacy (Credit Reporting Code) Code 2014 (as amended)
- to verify or confirm your identity under the AML/CTF Act.

Accordingly, we collect information about you to:

- provide you with membership benefits, services and products or information about those benefits, services and products
- research, design, market, manage and price our membership benefits, services and products
- process payments
- maintain PayID registrations through the New Payments Platform addressing service
- provide you with information about services and products from third parties with which we have arrangements
- manage our relationship with you
- track products or services that you view on our website using cookies, where your settings allow us to, and send you information and advertising about those products or services

- contact you to assist you to complete online applications that you may have started and not submitted. Personal information provided but not used in these applications is destroyed after 60 days
- minimise risks and identify or investigate fraud and other illegal activities
- improve our service(s) to you
- comply with laws, regulations including assist government and law enforcement agencies
- manage our business.

If you do not provide us the information we request, financial services laws and regulations may not allow us to admit you to our membership or provide you with the service(s) or product(s) you have applied for.

HOW WE COLLECT YOUR INFORMATION

We will collect information about you and your financial position from you directly or through our third party distributors.

When you apply for a loan, we will collect information about your credit history from a credit reporting body.

HOW YOU CAN ACCESS YOUR INFORMATION

You can request access to your personal information we hold on file or the Bank's Privacy Policy at any time.

PROVIDING YOUR INFORMATION TO CREDIT REPORTING BODY

The credit reporting bodies (CRB) we disclose information to Equifax Australia Information Services and Solutions Pty Limited. If you do not make your repayments when they fall due or commit a serious credit infringement, we are required by law to disclose this to the credit reporting bodies. Any information we provide to the above CRB will be disclosed to credit providers to help them to assess your creditworthiness.

You can ask the CRB not to use your information for pre-screening of direct marketing by a credit provider. You can also ask them not to use or disclose your information if you reasonably believe that you have been or are likely to be a victim of fraud (including identity fraud). You can view the CRB's Privacy Policy on their website

Equifax: equifax.com.au/privacy.

PROVIDING YOUR INFORMATION TO OTHER ENTITIES

We disclose your information to other entities as needed or as required by law. We may disclose your information to entities such as:

- entities that can verify your identity
- clearing, payment and credit card scheme providers
- third party partners, affiliated product and service

suppliers, service providers, contractors or agents. For example, contractors who do some of our work for us, including statement printing and mail out, card production, market research or direct marketing

- security entities that minimise risks and block suspicious behaviour
- lawyers, conveyancers, accountants, advisers, brokers and agents who represent you
- affiliated product and service suppliers to provide information to you about their services and products
- credit reporting bodies, banks and other financial institutions that have previously lent to you, or if we need to process a claim for a mistaken payment
- persons you use as referees or guarantors for your loan
- for property loans –including organisations who perform services on our behalf including but not limited to property valuers, insurers and reinsurers (including mortgage insurers)
- mortgage documentation service
- debt collection agencies, lawyers, process servers
- our auditors or insurers
- people who help us process claims – like assessors and investigators
- people authorised to use your account such as cardholders or family members
- law enforcement and government agencies as required by law.

PROVIDING YOUR INFORMATION TO INSURERS (including mortgage insurers)

We disclose your information to other entities who perform services on our behalf including but not limited to insurers and reinsurers (including mortgage insurers). We may disclose your information to entities as required, such as a mortgage insurer to obtain credit reporting information about you from a credit reporting body and Police Bank to disclose credit reporting information or other information to a mortgage insurer to assess whether to insure Police Bank for the credit given to you or to assess the risk of default by you on the credit or for any purpose arising under the contract of mortgage between Police Bank and the insurer.

LENDERS MORTGAGE INSURANCE (LMI)

This information is relevant where Police Bank will or may be seeking lenders mortgage insurance (LMI) from one or more insurers in respect of the repaying of any credit that the bank may provide or in respect of any mortgage that may be given to secure the repayment. Below, each insurer is listed: (whether acting individually or together) i.e. Genworth Financial Mortgage Insurance Pty Ltd, Level 26, 101 Miller Street NORTH SYDNEY NSW 2060

ABN: 106 974 305

Telephone: 1300 655 422

QBE Lenders' Mortgage Insurance Pty Ltd

82 Pitt Street SYDNEY NSW 2000

ABN: 70 000 511 071

Telephone: 1300 367 764

is referred to as 'the Insurer' for LMI purposes as the mortgage insurer.

Please note that lenders mortgage insurance insures the Bank against loss on default under a mortgage secured credit arrangement the Bank has with you. You do not receive the benefit of the lenders mortgage insurance policy.

Where the bank applies to the Insurer for insurance in connection with:

Any credit sought by you from the bank (whether sought by you alone or with others); or

Any mortgage and / or guarantee given or to be given by you (whether alone or with others) to secure the repayment or any credit provided or to be provided by the bank; The Insurer will be collecting personal information about you.

The Insurer will be collecting any such personal information for the purposes of:

- Deciding whether to insure the bank under an LMI policy;
- Assessing the risk of you defaulting on your obligations to (Lender) (whether in your capacity as a loan application or a guarantor)
- Administering and varying the insurance cover including for securitisation and hardship applications;
- Verifying information that the bank collects about you;
- Dealing with claims and recovery or proceeds including, among other things, enforcing a loan in place of the bank if the Insurer pays out an insurance claim on your loan;
- Conducting risk assessments and management actions involving securitisation, credit scoring, portfolio analysis, reporting and fraud prevention;
- A mortgage insurance purpose relating to you;
- Complying with legislative and regulatory requirements; and
- Undertaking any other purpose under the insurance policy the Insurer issues to the bank relating to your loan.

Where permitted by the Privacy Act, the Insurer may also disclose information about you to third parties, some of which may be located overseas, which may include, without limitation:

- the bank's and other financial institutions/credit providers

- related companies (whether in Australia or overseas)
- your referees (including your employer), your legal/financial advisers, guarantors and proposed guarantors of your loan
- government or regulatory bodies as required or authorised by law;
- credit reporting bodies and rating agencies; and
- service providers including but not limited to data consultants, IT contractors, marketing companies, fraud reporting agencies, payment system operators, organisations involved in surveying or registering a security property, securitisation service providers, valuers, other insurers, re-insurers, claim assessors and investigators, agents, contractors, external advisers and, if you are in default, debt collection/debt purchasing agencies.

Subject to the provisions of the Privacy Act, you may have access to and request correction of the personal information held by the Insurer about you. You may contact the Insurer for access to your personal information held (if any) and access the Privacy and/or Credit Reporting Principles of the Insurer by contacting the Privacy Officer of the Insurer using the contact details disclosed in this Notice.

WHAT IF YOU CHOOSE NOT TO PROVIDE PERSONAL INFORMATION?

If you choose not to provide us with your personal information, we may be unable to provide you with, or manage or administer the requested product or service including but not limited to, the provision of credit or a loan, which may prevent us from verifying your identity which may mean we are unable to detect fraudulent or unauthorised activity on your accounts; we may also not be able to inform you about other products or services that may better meet your needs.

Without the provision of your personal information to the Insurer, the Insurer may be unable to process or accept the bank's application for lenders mortgage insurance and the bank may be unable to provide the credit requested.

OUR PRIVACY POLICY

Our Privacy Policy is available at policebank.com.au and contains information such as:

- that contained in this Privacy Notice
- how you can seek correction of your personal information that is on record
- how you can make a complaint about a breach of your privacy or the conduct of a credit reporting body, and how we will deal with your complaint

- we are likely to disclose when you ask us to process a transaction to a financial institution overseas. Where we do so, we ensure there are arrangements in place to protect your information
- the mandatory CCR (comprehensive credit reporting) regime that requires the Bank to share your credit history with credit reporting bodies.

CONTACT US

- in person at one of our Retail Branches
- by visiting our website at policebank.com.au
- by calling us on 131 728
- by emailing us at info@policebank.com.au
- by writing to us at: 25 Pelican Street, Surry Hills NSW 2010.

Last updated: December 2024